

WHAT IS CLAIMED IS:

1. A rank assignment system comprising:

a service information portal section which provides a web page as an input/output interface of information and receives a complaint from the web page;

a master database section which holds product information related to a sales product;

a point calculation section which calculates points for each analysis-determination item used to analyze and determine the complaint, on the basis of a result obtained by analyzing the product information and a preset condition for the result, and totals the points of the analysis-determination items; and

a rank assignment section which assigns a rank to the complaint on the basis of the points totaled by said point calculation section and a preset point range.

2. A system according to claim 1, further comprising a weight setting section which sets for each analysis-determination item a weight on the point calculated on the basis of the preset condition for the result from the result obtained by analyzing the product information.

3. A system according to claim 2, further comprising a point range change section which automatically changes the point range for rank assignment when setting of said weight setting section

is changed.

4. A system according to claim 1, wherein one of the analysis-determination items is a delivery situation of a defective service part.

5 5. A system according to claim 4, wherein the product information analysis result is obtained from the number of delivered service parts and the number of delivered products using the parts.

10 6. A system according to claim 1, wherein one of the analysis-determination items is a machine market operation reliability of a defective product.

15 7. A system according to claim 6, wherein the product information analysis result is obtained from the mean number of service call occurrence interval copies of the defective product and the mean number of service call occurrence interval copies of another product.

20 8. A system according to claim 1, wherein one of the analysis-determination items is a report situation to a call center of the occurrence of complaints that are the same as a given complaint.

25 9. A system according to claim 8, wherein the product information analysis result is obtained from the number of reports of complaints that are the same as the given complaint and the total number of reports.

10. A system according to claim 1, wherein one of the analysis-determination items is an identical

problem situation of maintenance service information about the occurrence of complaints that are the same as a given complaint.

5 11. A system according to claim 10, wherein the product information analysis result is obtained from the number of maintenance result reports of the complaint and the total number of maintenance result reports.

10 12. A system according to claim 1, wherein one of the analysis-determination items is a setup report situation about the occurrence of complaints that are the same as a given complaint.

15 13. A system according to claim 12, wherein the product information analysis result is obtained from the number of setup reports of the complaint and the total number of setup reports.

20 14. A system according to claim 1, wherein one of the analysis-determination items is a compensation situation of a defective product.

25 15. A system according to claim 14, wherein the product information analysis result is obtained from a total amount of compensation of the defective product and a total amount of compensation of all products.

16. A system according to claim 1, wherein one of the analysis-determination items is a product sales situation and inventory situation of a defective product in a predetermined period.

17. A system according to claim 16, wherein the product information analysis result is obtained from a sales record of the defective product in the predetermined period and a sales forecast of the defective product in the same period as the predetermined period.

18. A system according to claim 1, wherein one of the analysis-determination items is a download situation of firmware and drivers corresponding to a complaint.

19. A system according to claim 18, wherein the product information analysis result is obtained from the number of download of the firmware and drivers corresponding to the complaint and the number of delivered products which are defective.

20. A rank assignment method comprising:

receiving input of a complaint from a web page which is provided as an input/output interface of information;

calculating points for each analysis-determination item used to analyze and determine the complaint, on the basis of a result obtained by analyzing product information related to a sales product, which is held by a master database section, and a preset condition for the result;

totaling the points calculated for the analysis-determination items; and

assigning a rank to the complaint on the basis

of the totaled points and a preset point range.

21. A method according to claim 20, further comprising changing for each analysis-determination item setting of weighting on the point calculated on the basis of the preset condition for the result from the result obtained by analyzing the product information.

22. A method according to claim 21, further comprising, when setting of weighting is changed, automatically changing the point range for rank assignment.

23. A method according to claim 20, wherein one of the analysis-determination items is a delivery situation of a defective service part.

24. A method according to claim 20, wherein one of the analysis-determination items is a machine market operation reliability of a defective product.

25. A method according to claim 20, wherein one of the analysis-determination items is a report situation to a call center of the occurrence of complaints that are the same as a given complaint.

26. A method according to claim 20, wherein one of the analysis-determination items is an identical problem situation of maintenance service information about the occurrence of complaints that are the same as a given complaint.

27. A method according to claim 20, wherein one

of the analysis-determination items is a setup report situation about the occurrence of complaints that are the same as a given complaint.

28. A method according to claim 20, wherein one
5 of the analysis-determination items is a compensation situation of a defective product.

29. A method according to claim 1, wherein one of
the analysis-determination items is a product sales
situation and inventory situation of a defective
10 product in a predetermined period.

30. A method according to claim 1, wherein one
of the analysis-determination items is a download
situation of firmware and drivers corresponding to
a complaint.

31. A computer program product for rank
15 assignment, comprising:

a computer-readable storage medium having
computer-readable program code means embodied in said
medium, said computer-readable program code means
20 comprising:

computer readable program code means for receiving
input of a complaint from a web page which is provided
as an input/output interface of information;

computer readable program code means for
25 calculating points for each analysis-determination item
used to analyze and determine the complaint, on the
basis of a result obtained by analyzing product

information related to a sales product, which is held by a master database section, and a preset condition for the result;

5 computer readable program code means for totaling the points calculated for the analysis-determination items; and

computer readable program code means for assigning a rank to the complaint on the basis of the totaled points and a preset point range.

10 32. A computer program product according to claim 31, further comprising computer readable program code means for changing setting of weighting on the points calculated on the basis of the preset condition for the result from the result obtained by analyzing
15 the product information for each analysis-determination item.

33. A computer program product according to claim 32, further comprising computer readable program code means for, when setting of weighting is changed,
20 automatically changing the point range for rank assignment.

34. A computer program product according to claim 31, wherein one of the analysis-determination items is a delivery situation of a defective service
25 part.

35. A computer program product according to claim 31, wherein one of the analysis-determination

items is a machine market operation reliability of a defective product.

36. A computer program product according to claim 31, wherein one of the analysis-determination items is a report situation to a call center of the occurrence of complaints that are the same as a given complaint.

37. A computer program product according to claim 31, wherein one of the analysis-determination items is an identical problem situation of maintenance service information about the occurrence of complaints that are the same as a given complaint.

38. A computer program product according to claim 31, wherein one of the analysis-determination items is a setup report situation about the occurrence of complaints that are the same as a given complaint.

39. A computer program product according to claim 31, wherein one of the analysis-determination items is a compensation situation of a defective product.

40. A computer program product according to claim 31, wherein one of the analysis-determination items is a product sales situation and inventory situation of a defective product in a predetermined period.

41. A computer program product according to claim 31, wherein one of the analysis-determination

items is a download situation of firmware and drivers corresponding to a complaint.

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